



## REMINDER: Sign up for FirstView® - The Bus Tracking Parent Communication App!

In continued partnership with our transportation provider, First Student, the Wausau School District has launched FirstView®, a bus tracking and parent communications app for your smartphone or desktop. Here is what it will provide you with:

- **Live Tracking:** The FirstView® map screen shows you the location and direction of your student's bus, your student's stop schedule for the current day, and timestamps for school arrivals and departures. You'll know when the bus arrives at or departs from school.
- **Predictive Stop Arrival Times:** Analyzing route and real-time GPS data, it determines an estimated time of arrival to your stop, which is provided on the FirstView® map. The app is designed to provide parents with better guidelines for bus location and ETA. (Students should still be at their assigned bus stop 10 minutes prior to the estimated or scheduled arrival time.)
- **Custom Alerts and Messages:** Set up push or email notifications alerting you when your student's bus is a chosen distance or number of minutes away from your stop.
- **Multi-Stop View:** Buses for all of your students can be tracked with FirstView®. Using individual colors for each student, every selected stop appears on the map simultaneously for easy viewing.
- **Additional User Notifications:** Connect up to three email accounts (including your own) to receive email alerts. This is a great feature for grandparents or caregivers!
- **Available in Multiple Languages:** English, French (Canadian), Spanish, Vietnamese, Oromo, Chinese, Amharic, Tagalog, Somali, and Tigrinya are available based on your phone's language settings.
- **Secure and Easy Access:** FirstView® requires a password-protected account for app setup. This way, only you can view your student's stop. These codes are provided to you by your district.
- **Dedicated Customer Support:** We are here to help you! Whether you are having trouble getting started with FirstView®, not seeing correct data, or have an idea to make FirstView® better, we want to hear from you!

## Contact FirstView® Monday-Friday (Support provided in English only)

- Call the toll-free phone number 888-889-8920 from 6:00 a.m. to 4:00 p.m.
- Email Customer Support by [clicking here](#)
- Use the in-app 'mail' button to provide feedback

## Getting Started with FirstView®



### FirstView® by First Student: Getting Started

1. Download the FirstView® Parent App  
Go to [firstviewapp.com](http://firstviewapp.com) or find FirstView® in the [App Store](#) or [Google Play](#). Follow the instructions to download the app to your smartphone.  
*\*You can also access the Parent App in your browser at [web.firstviewapp.com](http://web.firstviewapp.com)*
2. Set Up Your Profile  
Open the FirstView® app from your home screen and begin the registration process. You'll be asked to:
  - a) Select State/Province
  - b) Select DistrictYou'll then be prompted to REGISTER\*.  
*\*Registration information pertaining to your student's stop is provided by your school district. FirstView® Customer Support cannot provide this information to you.*
3. Follow a Stop  
Once you have confirmed your account, login and select Profile to "**Add A Student**" with your student's school identification number. Once you select "**Done**", you will be able to see stop information in your Profile. The Scheduled Stop times will also appear on your FirstView® Map. You may track multiple student's stops.
4. Set Notifications  
Go to Settings and select "**Notification Recipients**" to add email notifications for up to 3 recipients, including yourself. From this screen, you can also edit your Profile or follow another student's stop. Alerts and notifications from your district or the bus depot will appear under Notifications in the menu.
5. Set Up Time and Distance Alerts  
To set up alerts for when the bus is a certain time or distance away from the stop, go to Profile and select your student. You can set alerts for both AM and PM dispatch. These alerts will be displayed under Notifications in the menu.  
*\*To receive push notifications, you must allow your mobile device to receive notifications from the FirstView® app. You will be prompted upon downloading the app or you can confirm/update your settings within your phone's app settings.*
6. Ask for Help or Give Suggestions  
FirstView® provides a dedicated customer support team Monday through Friday to assist you:
  - Call toll-free 888-889-8920 from 7:00 a.m. ET to 5:00 p.m. ET
  - Email Customer Support at [support@firstviewapp.com](mailto:support@firstviewapp.com)
  - Use the in-app "✉" button (right corner) to provide feedback

powered by

**First Student**

Caring for students today, tomorrow, together.™

Click Here for More FirstView  
Information

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**Our Mission . . .To advance student learning, achievement, and success.**

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*The Wausau School District does not discriminate on the basis of race, age, color, religion, national origin, ancestry, creed, pregnancy, marital status, parental status, sexual orientation, sex, (including transgender status, change of sex or gender identity), or physical, mental, emotional, or learning disability ("Protected Classes").*

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